

NEBRASKA REAL ESTATE COMMISSION  
TRUST ACCOUNT EXAMINATION  
EVALUATION

19a

FOURTH QUARTER 2014

Overall

Number Sent	40
Responses Received	20

Directions: Please evaluate the following items by circling the appropriate yes/no response.  
Comments to clarify responses are strongly encouraged.

1. Was the trust account examination conducted in a professional manner?

Yes 20 No 0 No Answer 0

Comments: answered any questions I had; examiner is always professional and very helpful;  
always professional & courteous; yes very professional, pleasant and answered  
questions when we needed info; professional yet cordial; very much so; small  
trust account, small number of transactions;

2. Was the trust account examination completed in a timely manner?

Yes 20 No 0 No Answer 0

Comments: straight to the point; we are on a six month cycle so they are efficient; thirty  
minutes;

3. Was the trust account examination conducted with a minimal number of relevant interruptions to your business activities or personnel?

Yes 20 No 0 No Answer 0

Comments: was flexible to see me at end because I had a conflicting appointment; none

4. Was the examiner courteous?

Yes 20 No 0 No Answer 0

Comments: very knowledgeable and polite; very helpful as well; always is; very nice; very  
much so, examiners attitude was to not interrupt our normal business day and  
didn't; and friendly;

5. Was the examiner's appearance professional?

Yes 20 No 0 No Answer 0

Comments: examiner was very professional, very polite, very helpful; no problem; always business casual;

6. Was the examiner knowledgeable and able to answer your questions?

Yes 19 No 0 No Answer 1

Comments: very appreciated; cleared up any question we had about contracts & how funds were handled; we always have numerous questions and examiner answers every one; no questions asked; helped with agency explanation & office policy questions;

7. At the conclusion of the examination, did the examiner review the irregularities with you in such a manner that you completely understood?

Yes 18 No 0 No Answer 2

Comments: and they never failed to find something we needed to address; helped us clear up some confusion with a management agreement; no problem - only minor issues; did a very good job explaining and answering questions I had;

8. Do you have comments, suggestions, or recommendations on how the trust account examination process, or a particular area of the trust account examination process, could be improved?

Yes 2 No 17 No Answer 1

Comments: it would be nice to have notice of examination-it is interesting some offices know and some don't; I think you have a very fine tuned trust account examination process; would like advance notice of at least one day; examiners always did a good job, very courteous and professional - no complaints to their process;

**ADDITIONAL COMMENTS:**

examiners have always given me respect; examiner is very professional and always answers our questions concisely & thoroughly - all the examiners that have been to our office are well respected here; overall process was quick and stress free - very informative & helpful; had no activity but in past same person was professional; the examiner was outstanding; examiner does a great job & I enjoy working with the examiner, examiner is very helpful; thank you;